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Board asks physicians to provide secure, personal e-mail addresses

DES MOINES, IA - In an effort to strengthen direct communication with its licensees, the Iowa Board of Medicine is requiring all applicants for medical licensure and licensure renewal to provide a personal e-mail address that can be used for confidential correspondence from the agency.

Effective July 1, the personal e-mail address will be used for communication from agency staff to collect personal information needed to complete a license application or to receive information relating to a compliance investigation. In addition, the e-mail address will be used to provide notification of licensure renewals and to distribute information on new regulations affecting the practice of medicine in Iowa.

Natalie Sipes, director of licensure, said applicants and licensees have provided e-mail addresses for several years, however many of these e-mails are not personally monitored or maintained by the physician, but are delegated to others. The new requirement calls for physicians to use an e-mail address that is secured and personally managed by the licensee.

The emphasis on e-mails comes as the agency activates more communications features in its comprehensive database of Iowa-licensed physicians. Sipes said the database allows the agency to timely communicate en masse with its licensees. It also allows licensees to easily update their information profiles, such as reporting changes in home or work addresses and telephone numbers. Physicians are required by administrative rule to report updates to the agency within 30 days of the change.

Licensees can manage their information profiles, including updates to postal addresses or personal email, by logging in to their [Online Services](#) account. Once logged in, select 'View User Profile & Mailing Address' from the left menu bar. Users must select 'Manage Additional Addresses' from the left menu bar to update addresses for home and work.

The agency administers nearly 12,000 active medical licenses, with more than 6,800 having Iowa practice addresses.